

Please direct all
communications to:

P.O. Box 459
Grand Central Station
New York, NY 10163
Fax: (212) 870-3003

October 7, 2021

To: General Service Board Trustees
A.A. World Services Directors
AA Grapevine Directors
Panel 70/71 Area Delegates

From: Bob W., General Manager
Sandra W., Director, Staff Services

Re: Ready, Set, Launch!

We are excited to announce the September 27, 2021, launch of the new Corrections Correspondence System (C.C.S.).

Corrections Correspondence is one of the *most rewarding and rarely mentioned forms of Twelfth Step work* that extends the hand of A.A. to members inside correctional facilities. As you may know, many correctional facilities suspended in-person A.A. meetings due to health and safety guidelines related to Covid-19. However, Corrections Correspondence has continued to provide the spiritual connection of one member to another -- sharing experience, strength, and hope.

We are grateful for all the A.A. members who participate in this special service. The new C.C.S. provides an expedient process whereby we can match volunteers and persons in custody automatically and manually, obtain statistics and reports, and generate personalized letters that can be sent via email to outside A.A. members and via postal mail to persons in custody.

The names and data for the A.A. volunteer and the person in custody will be housed in NetSuite and interfaced to the new C.C.S. This approach aligns with G.S.O.'s technology strategy of establishing NetSuite as the system of record across all G.S.O. operations.

Kudos to our Technology and Staff Services teams whose collaborative leadership, focus and diligence paved the way and brought us to the finish line!

Stay tuned for Phase II when we will focus on added features and increased functionality.